



How you want to be treated.

## Let's Talk About Safety

### **Safety conversations about:**

- Being involved in care
- Protecting privacy
- Who is who

### **Common safety concerns in a care home:**

- Getting lost
- Slipping and falling
- Restraints
- Swallowing problems
- Medicines
- Aggressive Behavior
- Germs
- Personal items from home

**Your observations help us.**

# Residential Care: Safety Conversations

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This brochure is to let you know we are partners in safety. It is up to us all to work together toward safe care whether you are a resident, visitor or staff. In this brochure, 'we' refers to staff at your care home.

### **'Being involved in care' or 'Nothing about me without me'**

Being involved in care means that residents, family and friends actively help staff develop the best possible daily care plan, so that we can:

- understand your needs as clearly as we can
- talk about the care you want
- talk with you first before changing your care
- invite you to care conferences
- receive your input at any time.



Safe care and being actively involved in care are connected – you can't have one without the other.

## **You may have concerns about speaking up.**

Safety concerns are everyone's business, and everyone's duty to address. We want anyone speaking up to feel heard, understood, and that their concern is addressed.

By speaking up, you help ensure your safety and the safety of others – including those who can't speak for themselves.

- We ask that you start by talking with the staff directly involved in your care. If they cannot address your concern, they will get someone who can, usually your Nurse.
- Clinical Nurse Leaders are always open to hearing your concerns as well.
- If you are not sure who to talk to, the Social Worker can help.

## **You may have concerns about speaking English or your hearing.**

- We can get interpreters (including by phone) if English is not your first language.
- For daily care, we often use pictures or key words in your language.
- For important conversations, using an interpreter is best. Let us know before so we can arrange it.

- For informal conversations, your family and friends may help explain what you need (including over the phone).

## **Feeling safe includes protecting your privacy.**

- Only staff directly providing care may see your care plan or health record.
- You or your substitute decision maker can ask to see your health record.
- In that case, we will arrange a meeting to explain what is written.

## **Knowing *who we are*.**

- All staff wear a tag that says their name and what they do.
- Each resident has a Primary Nurse - please ask who yours is.
- We post the names of your Resident Care Attendant (RCA) and Registered Nurse (RN) every day.



## Knowing *who you are*.

All staff must know that you are the right person for the care or medicine they are giving. We use two ways to do this:

1. We get to know you by having the same staff work in your neighbourhood.
  - staff who do not know you must confirm who you are with staff who do.
2. We post a photo of you in key places, such as your Care Guide, your chart, or your medication cupboard.
  - please remind us when an old photo needs replacing.

## Knowing visitors,volunteers, or entertainers

Please wear a visitor tag and prepare to be asked who you are. Everyone has the right to ask who you are visiting.

## Some Common Safety Concerns

- *No scents please (staff and visitors).* Scented products can cause a reaction in people with allergies.
- *We need to know where you are,* especially if you tend to get lost. We have an **electronic system** and devices that help us keep track of our residents.

We may use these while we are getting to know you:

- doors will alarm if this person tries to leave the building. Elevators may lock if they try to go off the floor alone. The alarms are loud and may be annoying.
- We will do our best to remove the system after we are confident you won't get lost.

We review any safety system we use for you, so we can take it off if we can.

## Preventing Slips and Falls

Injury from a fall could affect your health. Expect us to work hard to keep you fit, mobile and prevent injuries.

Most falls happen when you are in an unfamiliar place, like when you first move in or are not feeling well. In that case, we do our best to check on you every hour until we get to know your needs.

Most falls happen when getting out of a wheelchair or bed on your own to go to the bathroom.

- Motion alarms may be used for your bed or chair. They let us know when you may be trying to get up without help.

## Preventing Slips and Falls, *continued*

Please call us to come help you before you try to get up.

Here are some tips to avoid slips and falls:

- Wear non-slip shoes or slippers that cover your whole foot. We can tell you where to buy safe footwear if you need it.
- Always keep your call button, eyeglasses, and telephone within reach (if you have one), especially when you are in bed. Remind us to help you move your belongings closer to you.
- Turn on the lights at night when getting up.
- We check in on everyone regularly during the night.



## Restraints

A restraint is any way of controlling your movement or access to your body with a physical or electronic device, or with medicine. We think - and the law says - that restraints should be used only as a last resort.

We work hard with you to find other ways to keep you comfortable and safe.

We have clear guidelines about how to use a restraint appropriately:

- We may decide to use a restraint temporarily:
  - if you or someone else is at risk of severe harm (we must review this after 24 hours) or,
  - when all the things we try to do are not enough.
- We will involve you and your family if we decide to use a restraint.
  - we check with you frequently to overcome negative effects of using a restraint and adjust your daily Care Guide meet your needs.
- All restraints are temporary - we continually work towards removing them.

## Swallowing Problems

Many people have swallowing or other difficulties when eating or drinking.

- Food or drink may go “down the wrong tube”, which is not safe or comfortable. If that happens, you may be put on a special diet. If you want to eat other foods, please, talk to us so we can give you tips to decrease the risk of swallowing difficulties.

## Swallowing Problems, *continued*

- Decreasing this risk is why we ask all family and visitors to follow any eating or drinking instructions we may have posted for you.
- ***Please do not offer food or fluid to any other resident without checking with staff.***
- A Swallowing Precautions tag on your wheelchair reminds everyone to speak to the nurse before offering you any food or drink.



## Medicines

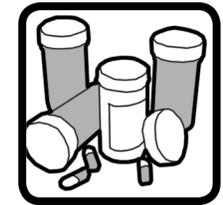
We want you to get the right medicines. Our medicine system is set up with safety in mind. You will learn more about it over time.

- Please ask staff how they make sure you get the right medicines. Your involvement and interest helps us give safe care.
- When you move in, we review your medicines carefully to see they are correct compared to what you were taking before.
- Tell your RN, Doctor or Pharmacist about your medicines and if you have any allergies or reactions to anything.

- We review your medicines every 6 months or if your condition changes. You can ask your Doctor, Pharmacist or Registered Nurse (RN) to review and explain them.

If you want to take your own medicines, or have a family member or companion help you take them, the RN will use a quick test to check that they understand how to do that safely.

If you think you may have missed getting your medicines, or are concerned about what you are being given or who is giving it to you, please ask your Care Attendant or RN to check into it.



You can refuse to take any medicine you are not sure about.

We work hard to give you the fewest, most appropriate medicines. Any medicine can have unwanted side effects. That is why we review your medicines regularly with your goals of care in mind.

Medicines that we give special attention to:

- medicines that affect your behaviour
- antibiotics

## Aggressive Behavior

Some people are unable to control their behaviour.

- our goal is always to figure out what is bothering them and how to prevent the situation again. If you have concerns, please talk with your nurse.
- some people with dementia (or other disease) may be unable to tell us what is wrong and act respectfully.

For everyone else:

- please remember that anyone can feel aggressive if frightened, stressed or frustrated.
- acting with respect and kindness is an expectation of everyone: residents, staff, friends and families.

Please let us know what is bothering you or the resident and we will do our best to address concerns.

## Germs: The flu, colds, and infections. Clean hands are important!

It is so simple: the best way to stop the spread of germs is to have clean hands. When you clean your hands well, you wash off or kill many of the germs on your hands. Clean your hands often. It takes just a minute. Use either soap and water, or alcohol hand-rub.

Feel free to ask staff and visitors if they have cleaned their hands: "Did you just clean your hands?"

Many of us wear this button inviting you to ask.



## Visitors

Consider that you may be bringing in the flu, the cold or an infection. Remember that you may not know that you are sick yet.

- To prevent getting the flu or pneumonia, you are less likely to get sick if you get vaccinated (it's free!).
- Please don't come in if you feel sick – phone instead.
- Clean your hands when you come in, after blowing your nose or coughing into your hand, and before you go home.

## **Personal items from home**

Bringing in **personal items** helps you feel at home. Please remember that:

- we have no practical way to prevent loss of valuable items. It's safer to keep them at home.
- we need floor space to use equipment for your care.
- we must be able to clean well.
- we want to give care without tripping.
- we want to prevent slips and falls.

Please talk with us about your plans to bring in personal items.

## **What we may be missing**

Living in residential care is like living in a community. Other residents are your neighbours. Everybody's safety is essential to healthy living.

You have a unique viewpoint that we don't have. You may see something or have ideas about your safety that we haven't thought of. Please tell us so that we can keep our residents safe and comfortable together!

For more tips on how to take part in your care and to keep safe while living here, see the 'Resident Handbook - Your Guide to Living Here'.

The goal of this brochure is to foster dialogue about safety among residents, families and staff of our facilities. We want to encourage respectful cooperation and problem-solving to achieve the best, safest care we can manage. If you have comments about how this brochure has helped you, or how to improve it, please speak with the Social Worker at your facility.

This material has been reviewed and approved by patients, families and staff.



How you want to be treated.

[www.providencehealthcare.org](http://www.providencehealthcare.org)